

What Is Claimed Is:

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1 1. A computer-based system for automating administrative procedures in a
2 medical office, said system comprising:
3 a control module;
4 an administrator module in communication with said control module;
5 a tape management module in communication with said control module; and
6 a database accessible by said administrator module and said tape management
7 module, said database including patient information and provider information.

1 2. The computer-based system of claim 1, wherein said administrator module
2 includes instructions for providing access to one or more reports selected from a
3 group consisting of: departmental management reports; data availability reports;
4 provider workload reports; transcription tape status reports; medical record review
5 status reports; and chart location reports.

1 3. The computer-based system of claim 1, further comprising a provider module.

1 4. The computer-based system of claim 3, wherein said provider module
2 includes instructions for performing one or more tasks selected from a group
3 consisting of: providing access to a list of outstanding reports; prioritizing
4 outstanding reports based on workload age; transferring files containing reports to
5 portable storage media; and distributing incoming reports to providers.

1 5. The computer-based system of claim 1, further comprising a management
2 module.

1 6. The computer-based system of claim 5, wherein said management module
2 includes instructions for providing access to one or more reports selected from a

3 group consisting of: departmental chart distribution; appointment listings;
4 identification of charts requiring action; identification of no-show patients; database
5 maintenance statistics; and system backup statistics.

1 7. The computer-based system of claim 1, further comprising a database
2 management module.

1 8. The computer-based system of claim 7, wherein said database management
2 module includes instructions for performing one or more tasks selected from a group
3 consisting of: archiving aged records; purging outdated records; transmitting
4 notifications of required actions; managing flow of files into and out of the medical
5 office; maintaining one or more tables containing employee information, provider
6 information, and report types; processing data entry input; and populating tables with
7 data entry input.

1 9. The computer-based system of claim 1, further comprising a report
2 management module.

1 10. The computer-based system of claim 9, wherein said report management
2 module includes instructions for performing one or more tasks selected from a group
3 consisting of: populating report forms with patient information; generating headings
4 and standard text entries customized by provider; generating letterhead and signature
5 lines customized by provider; generating boilerplate language required for particular
6 types of reports; distributing reports; printing reports; and generating and distributing
7 forms in batch mode.

1 11. The computer-based system of claim 1, wherein said tape management
2 module includes instructions for performing one or more tasks selected from a group
3 consisting of: tracking location of transcription tapes; assigning tapes to

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4 transcriptionists; tracking transcribed reports; assigning medical records to reviewers;
5 and tracking documents associated with transcription tapes.

1 12. The computer-based system of claim 1, further comprising a communications
2 interface, said tape management module being configured to electronically receive
3 files containing transcribed reports using said communications interface.

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1 13. A computer-implemented method for automating administrative procedures
2 in a medical office, said method comprising the steps of:
3 maintaining an office automation system including a database containing
4 provider information and patient information;
5 generating reports from the office automation system, automatically
6 populating fields in the reports with information from the database where
7 appropriate; and
8 supporting performance of one or more administrative tasks by an off-site
9 service provider, including managing an electronic information exchange between the
10 off-site service provider and the office automation system.

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1 14. The computer-implemented method of claim 13, wherein said step of
2 supporting performance of one or more administrative tasks by an off-site service
3 provider comprises supporting off-site tape transcription.

1 15. The computer-implemented method of claim 14, further comprising the step
2 of maintaining information relating to a current workload for each of a plurality of
3 off-site transcriptionists.

1 16. The computer-implemented method of claim 15, further comprising the step
2 of assigning a transcription tape to an off-site transcriptionist based upon the current
3 workload information.

1 17. The computer-implemented method of claim 14, further comprising the step
2 of receiving an electronic transmission of a transcribed report from an off-site
3 transcriptionist.

1 18. The computer-implemented method of claim 13, wherein said method is
2 provided as a subscription service.

Sub. A3
1 19. A storage medium containing a set of instructions for execution by a
2 computer, the set of instructions serving to automate administrative tasks in a medical
3 office, said set of instructions comprising instructions for:
4 maintaining an office automation system including a database containing
5 provider information and patient information;
6 generating reports from the office automation system, automatically
7 populating fields in the reports with information from the database where
8 appropriate; and
9 supporting performance of one or more administrative tasks by an off-site
10 service provider, including managing an electronic information exchange between the
11 off-site service provider and the office automation system.

Sub. I1
1 20. The storage medium of claim 19, wherein said storage medium comprises a
2 portable storage device.

1 21. The storage medium of claim 19, wherein said storage medium comprises
2 a memory of the computer.

Sub. A4
1 22. A computer-implemented subscription service for automating administrative
2 procedures in a medical office, said subscription service comprising:

3 maintaining a database at a subscriber service center, said database containing
4 information relating to a plurality of subscribers;

5
6 providing each of said subscribers with a computer-based office automation
7 system configured to exchange data electronically with said subscriber service center;
8 receiving at said subscriber service center a request for performance of an
9 office administration task;

10 performing the requested office administration task at said subscriber service
11 center; and

12 electronically transmitting information relating to performance of the office
13 administration task back to said computer-based office automation system.

1 23. The computer-implemented subscription service of claim 22, wherein the
2 requested office administration task comprises transcription of a dictation tape.

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1 27. The computer-implemented subscription service of claim 22, wherein the
2 requested office administration task comprises chart preparation.

1 28. The computer-implemented subscription service of claim 22, wherein the
2 requested office administration task comprises report generation.

1 29. The computer-implemented subscription service of claim 22, wherein the
2 requested office administration task comprises forms generation.

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